

# Repair Shops

Ever had a problem getting items like kitchen appliances, snow blowers, camera equipment, shoes or furniture fixed? If so, you're not alone. Many consumer complaints deal with unsatisfactory work, unauthorized repairs or misdiagnosis of the problem.

In Wisconsin, there are no specific laws that regulate repair shops. To avoid problems, consumers should do some homework first.

## Protect Yourself

When an item needs fixing, consider the following:

- Is the item covered by a warranty?
- Does the repair shop you are considering specialize in this type of repair?
- The reputation of the repair shop. Ask for references.

- Shop around. Compare prices for the same service performed by other repair shops.
- Get a written estimate for repairs. Insist that any costs over the original estimate be approved by you first.
- Ask if the repair work will be under a warranty.
- Keep written notes and all documents involved with the repair shop.

## Disposition of Unclaimed Articles

What happens if you fail to pick up your repaired item or don't have the money to pay for it? Can the repair shop sell your belongings?

According to Wisconsin law, sec. 779.71, Stats., if you have an item laundered, pressed, cleaned, glazed, dyed, altered or repaired, a

repair shop **can sell** your item if it has not been picked up for a period of six months or more. Before a repair shop can sell your item, it **must** notify you by registered letter of the time and place of the sale. You must be notified **at least** 30 days before the date of sale.

For more information, or to file a complaint, contact the Bureau of Consumer Protection, toll free:

**(800) 422-7128.**

**FAX: (608) 224-4939**

**TTY: (608) 224-5058**

**E-MAIL:**  
**[datcph hotline@datcp.state.wi.us](mailto:datcph hotline@datcp.state.wi.us)**

**WEBSITE:**  
**<http://datcp.state.wi.us/>**

